

## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

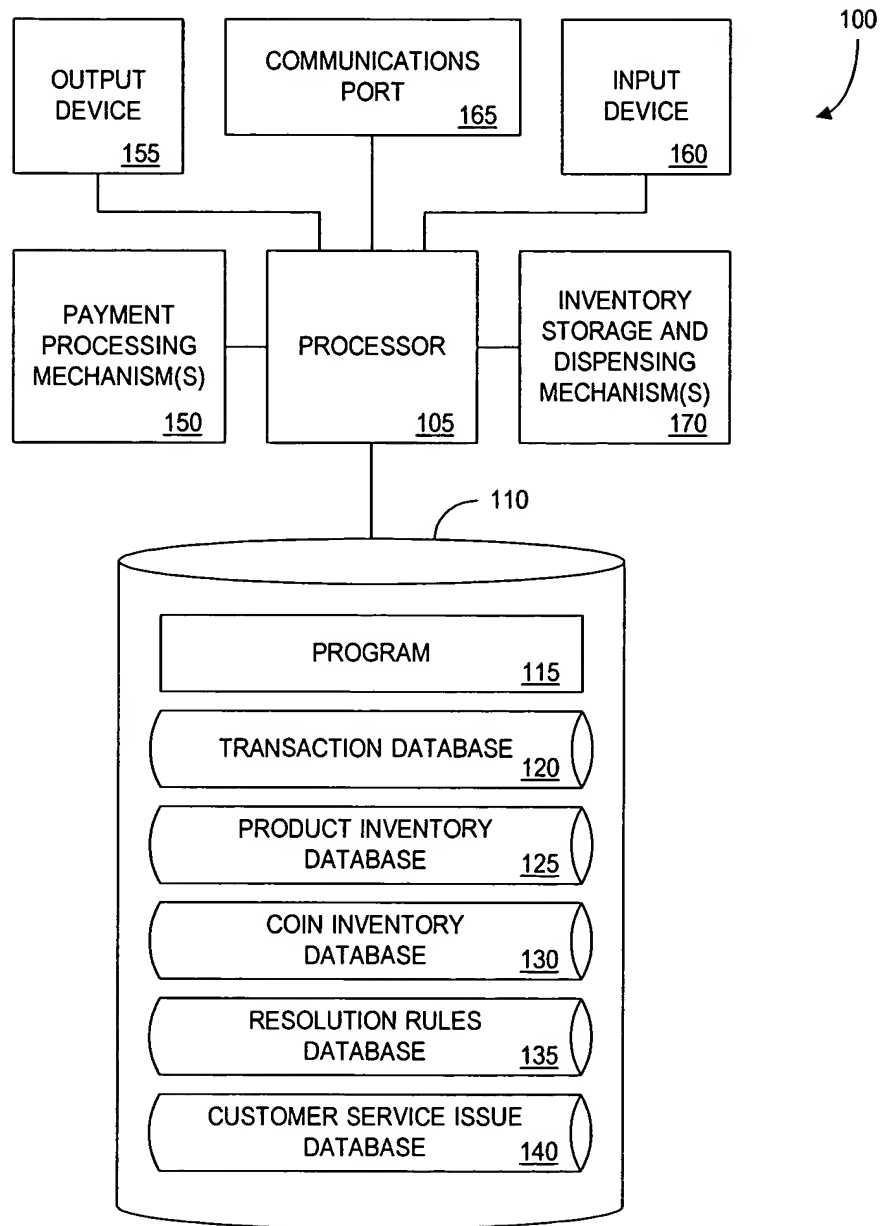


FIG. 1

PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

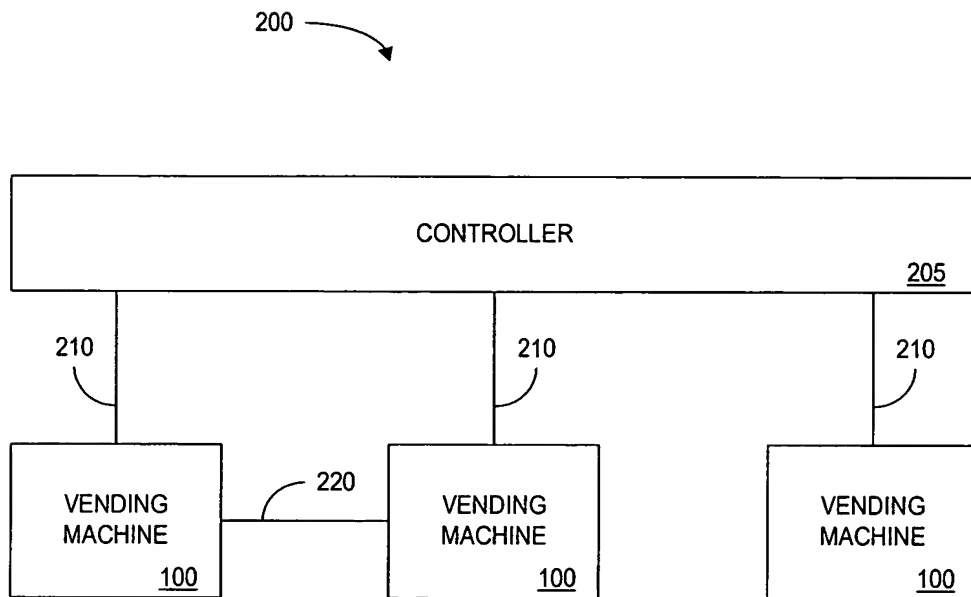


FIG. 2A

## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

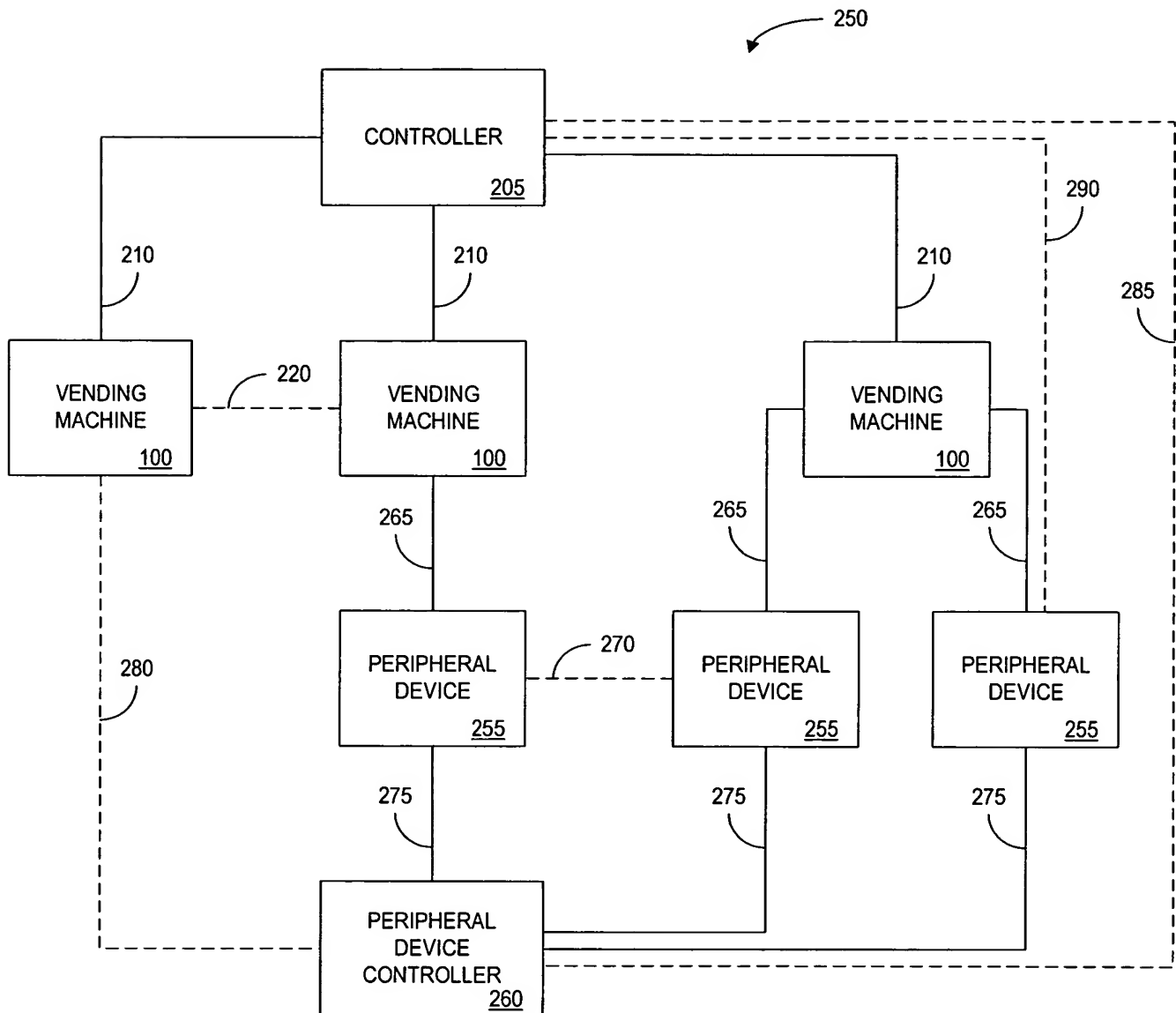


FIG. 2B

PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

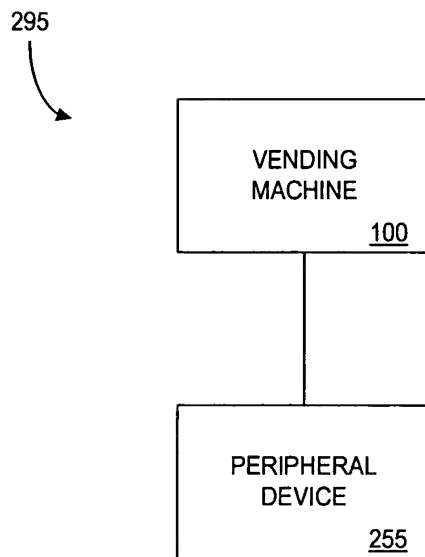


FIG. 2C

## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

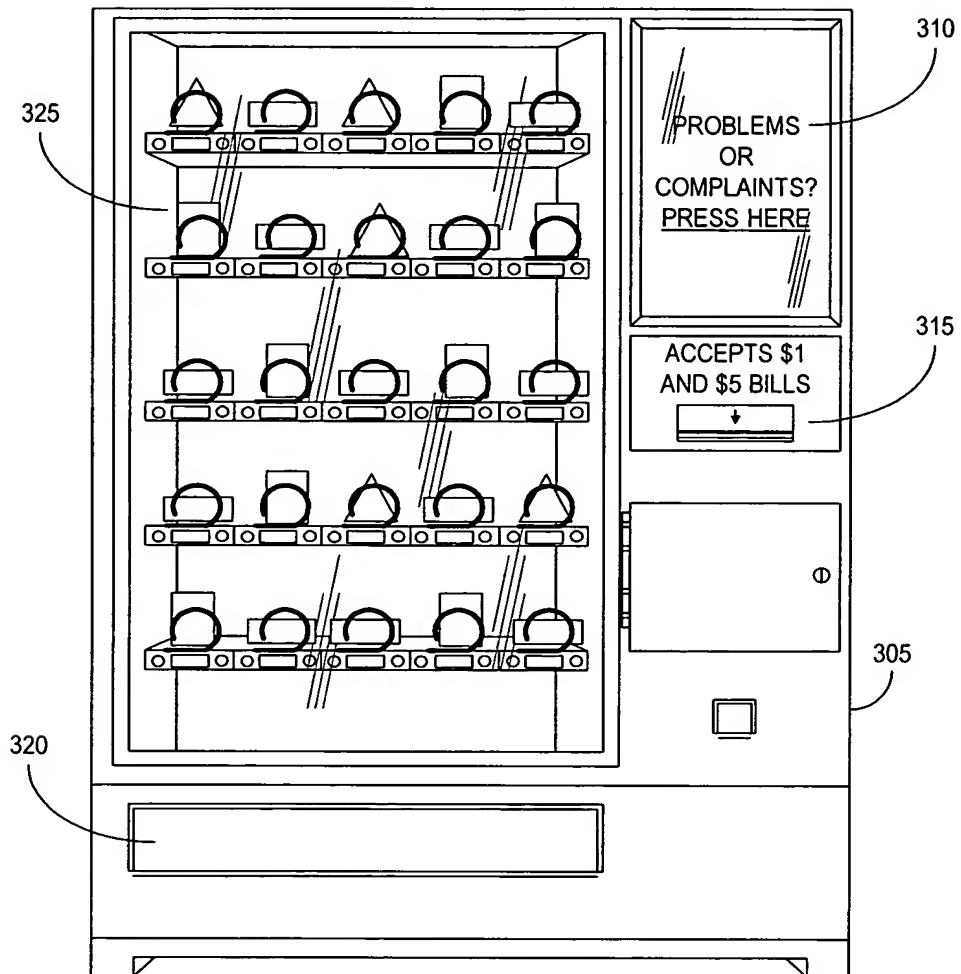


FIG. 3

## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

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120  
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TRANSACTION IDENTIFIER	TRANSACTION DATE	TRANSACTION TIME	PRODUCT(S) PURCHASED	TRANSACTION TOTAL	
T-987654321	3/5/2003	11:00 AM	A1, B3	\$1.50	
T-876543219	3/5/2003	11:38 AM	A3	\$0.50	
T-765432198	3/5/2003	2:14 PM	B2, B3	\$1.25	
T-654321987	3/6/2003	7:43 AM	C3	\$1.00	
T-543219876	3/6/2003	9:10 AM	C1	\$0.65	
T-432198765	3/6/2003	3:05 PM	C3	\$1.00	

FIG. 4A

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## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

120 (CONT.)  



	AMOUNT TENDERED	CHANGE DISPENSED
	\$2.00	\$0.50
	\$1.00	\$0.50
	\$2.50	\$0.75
	\$1.00	\$0
	\$1.00	\$0.35
	\$1.00	\$0

FIG. 4B

## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

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PRODUCT IDENTIFIER	PRODUCT DESCRIPTION	PRODUCT CATEGORY	ROW POSITION	RETAIL PRICE	
P-123456789	SNICKERS	CANDY	A1	\$0.75	
P-234567891	MILKY WAY	CANDY	A2	\$0.50	
P-345678912	M&MS	CANDY	A3	\$0.50	
P-456789123	LAYS	CHIPS	B1	\$0.75	
P-567891234	DORITOS	CHIPS	B2	\$0.50	
P-678912345	CHEETOS	CHIPS	B3	\$0.75	
P-789123456	SODA X	SODA	C1	\$0.65	
P-891234567	SODA Y	SODA	C2	\$0.65	
P-912345678	SODA Z	SODA	C3	\$1.00	

FIG. 5A

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## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

125 (CONT.)

	MINIMUM SELLING PRICE	COST	ACTUAL (CURRENT) PRODUCT VELOCITY	IDEAL PRODUCT VELOCITY	CURRENT NUMBER IN STOCK
	\$0.40	\$0.20	0.5 / DAY	3.0 / DAY	5
	\$0.40	\$0.20	0 / DAY	3.0 / DAY	4
	\$0.35	\$0.25	0.5 / DAY	4.0 / DAY	3
	\$0.35	\$0.20	0 / DAY	3.0 / DAY	6
	\$0.25	\$0.20	0.5 / DAY	2.0 / DAY	4
	\$0.35	\$0.27	1.0 / DAY	2.0 / DAY	5
	\$0.50	\$0.25	0.5 / DAY	3.0 / DAY	4
	\$0.50	\$0.20	0 / DAY	2.0 / DAY	2
	\$0.75	\$0.30	1.0 / DAY	3.0 / DAY	2

FIG. 5B


## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

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COIN DENOMINATION	QUANTITY
\$1.00	2
\$0.50	0
\$0.25	2
\$0.10	7
\$0.05	4
\$0.01	0

FIG. 6


## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

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CONDITION	RESOLUTION
IF PRODUCT JAM; AND AVERAGE ACTUAL ITEM VELOCITY FOR OTHER PRODUCTS IN SAME CATEGORY MEETS OR EXCEEDS AVERAGE IDEAL ITEM VELOCITY FOR OTHER PRODUCTS IN SAME CATEGORY; AND COIN INVENTORY (LESS DEPOSIT AMOUNT) EXCEEDS ANTICIPATED AMOUNT NEEDED TO MAKE CHANGE FOR FUTURE CUSTOMERS WITHIN FILL PERIOD	THEN COIN REFUND
IF PRODUCT JAM; AND AVERAGE ACTUAL ITEM VELOCITY FOR OTHER PRODUCTS IN SAME CATEGORY IS LESS THAN AVERAGE IDEAL ITEM VELOCITY FOR OTHER PRODUCTS IN SAME CATEGORY; AND COIN INVENTORY (LESS DEPOSIT AMOUNT) IS LESS THAN ANTICIPATED AMOUNT NEEDED TO MAKE CHANGE FOR FUTURE CUSTOMERS WITHIN FILL PERIOD	THEN SUBSTITUTE PRODUCT OFFER, WHERE PRODUCT IS FROM SAME CATEGORY AS INITIALLY REQUESTED PRODUCT

FIG. 7

## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

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CUSTOMER SERVICE ISSUE IDENTIFIER	DESCRIPTION OF CUSTOMER SERVICE ISSUE (DIAGNOSTIC DATA, ETC)	VALIDATED BY OPERATOR ?	RESOLUTION	RESOLUTION REDEEMED?
BILL@XYZ.COM	CUSTOMER STATES SNICKERS DID NOT VEND; ROW A1 SENSOR FIRED; DELIVERY BIN SENSOR DID NOT FIRE	YES	\$2.00 IN MACHINE CREDIT; COMPENSATION CODE = 183756	NO

FIG. 8

## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

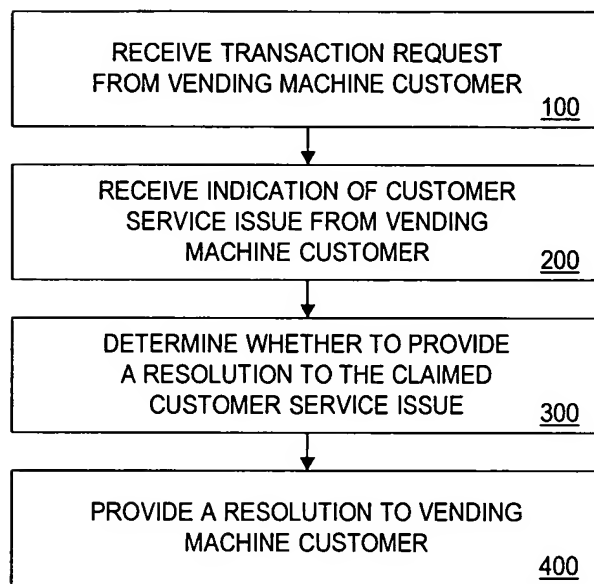


FIG. 9

## PRODUCTS AND PROCESSES FOR ADDRESSING A CUSTOMER SERVICE ISSUE

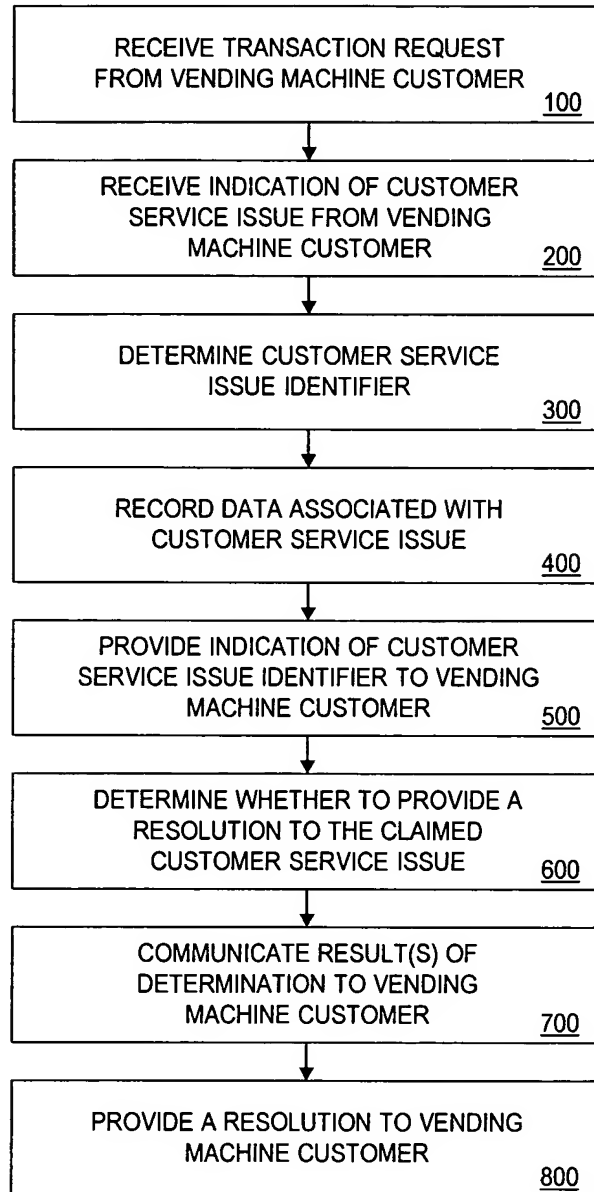


FIG. 10